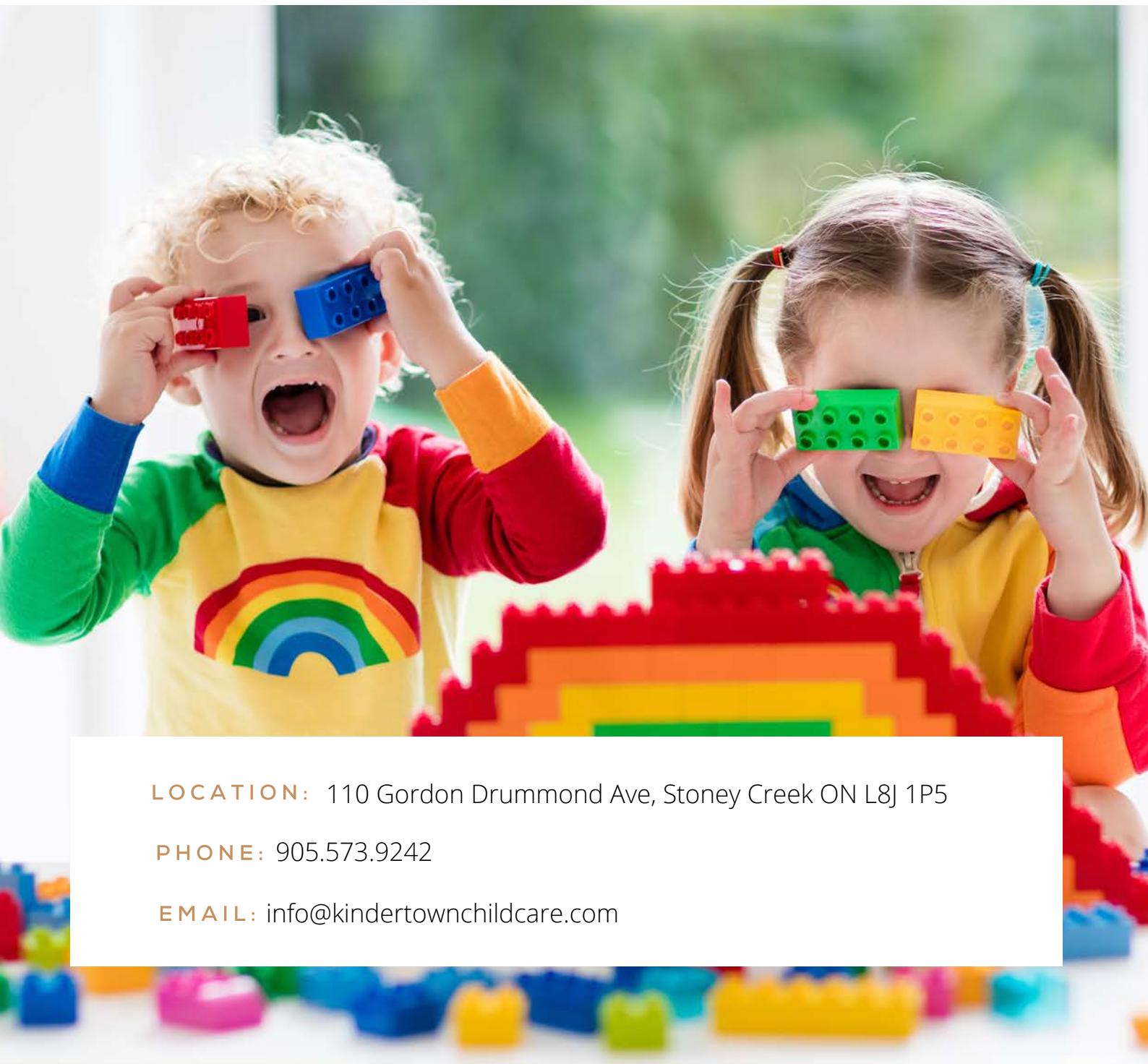




Kindertown
parent
handbook
2021/2022



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ABOUT KINDERTOWN

By implementing the principles and practices of Ontario's 'How Does Learning Happen', we are creating an approach that will help foster future generations of innovators, problem solvers and artists.

COMMITMENT TO QUALITY CHILDCARE:

In alignment with the City of Hamilton, our goal is to ensure that this city is the best place to be a child and raise a child.

Our curriculum encourages exploration, creates knowledge and inspires innovation. Equipped with the evolving knowledge of 'How Does Learning Happen', our educators have embraced the role of researcher, learner and educator. By using our unique learning environments, materials and emphasis on play based learning, we help guide and foster each child's intuitive skill sets, interests and potential.

By actively engaging, observing and documenting how learning actually happens in our classrooms, we are able to implement responsive, interactive, and intuitive programming. To ensure our students are well rounded and school ready, we also focus our exploration around foundational concepts such as numeracy and literacy into our everyday learning.



Welcome to Kindertown

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PEDAGOGICAL APPROACH





PROGRAM, CURRICULUM AND THIRD TEACHER

A PLACE FOR YOUR CHILD TO
GROW, AND FOR YOU - PEACE OF
MIND

Each year we add to an evolving curriculum that not only helps children to learn more about themselves and their family, but also our neighborhood, community and city.

At the toddler age, we encourage children to begin thinking and acting for themselves through programming that encourages independent acts of learning and the confidence to develop, test and explore their own theories about the new emerging world around them. The focus in these early years is create self competencies that will allow children to walk, run, climb, eat and drink on their own.

In our preschool program, we add new milestones to the child's learning which align with school-readiness skills. Revolving around a play-based approach, our educators focus on individual interests and curiosities that evolve throughout the day. By embracing their role as researcher, Kindertown educators document, reflect, and implement programming that is responsive to these special learning moments and their relation to ideas of numeracy, literacy, science and natural wonder.

The Third Teacher

Borrowing inspiration from the Reggio Emilia Approach, we have inherited the concept of "third teacher". Our center has a variety of different spaces that entice exploration, discovery and imagination.

Our learning areas and lofts provide children the chance to imagine themselves in different worlds, to create their own, or just sit and ponder.

Outside, we are surrounded by a generous amount of green space, our own KinderGarden and natural playground that provides children with a wealth of sensory, gross motor, and artistic spaces to choose and discover.

To further this idea of the 'third teacher', we add a little bit more adventure to our programming by exploring the many spaces and places throughout Hamilton. Some of these places - such as Eramosa Karst - have allowed for a ritual of studying and exploring our natural environment. Other days, we've made friends at the local Senior Home, taken public transit to local gems such as Gage Park Greenhouse or the Downtown Hamilton Farmers Market.

For over twenty-five years, Kindertown Childcare and Learning Centre has been located in the heart of our Heritage Green Mountain Community.

With just under one hundred child care spaces across five classrooms, Kindertown offers a variety of safe and developmentally appropriate learning environments for children ranging between 16 months and four years of age. Each classroom has unique custom made spaces built to suit the room and maximize opportunities for learning, creativity and imagination.

Outside, we have created an environment that encourages children to run, jump, hide and seek. Our playgrounds are divided into toddler and preschool spaces and offer a large sandbox, three outdoor classrooms, eight raised garden beds, and natural play elements that encourage children to safely test their abilities.



We also have our very own 'Kinder Garden' - stretching out just under a quarter acre of land. Here, we produce generous amounts of cucumbers, zucchini, tomatoes, peppers and herbs. When we aren't using the garden for fresh crops in our snacks and lunch - it becomes a learning tool for kids to learn about everything from different types of vegetables to the importance of gooey worms.

THE CENTRE





Understanding

HOW DOES LEARNING HAPPEN

Finalized in 2014, the goal of the document is to create a "system of responsive, high-quality, accessible and integrated early years programs and services that contribute to healthy child development today and a stronger future tomorrow". This goal is rooted in the **The Four Foundations of How Does Learning Happen.**

Belonging: Refers to a sense of connectedness to others, and an individual's experience of being valued, of forming relationships with others and making contributions as part of a community.

How Does Learning Happen (2014) embodies the principles, goals and ambitions of Ontario's commitment to early years programming

Well Being: Addresses the importance of physical and mental health. It incorporates capacities such as self care, sense of self and self-regulation skills.

Engagement: A state of being involved and focused. When children are able to explore the world around them with their natural curiosity, they are fully engaged. Through this type of play and inquiry, they develop skills such as problem solving, creative thinking and innovation.

Expression: Through their bodies, words and use of material, children develop the capacities for increasingly complex communication. Opportunities to explore materials support creativity, problem solving, and mathematical behavior. Language rich environments support growing communication skills that are foundational for literacy.





DAY TO DAY



TUITION & FEES

Tuition

- Tuition is to be paid on the first of each month.
- Fees will be debited using the debit form found within your registration package
- A \$45.00 NSF fee will be applied for any fees returned.

Fee Breakdown

Registration

- Annual Fee: \$100.00

Age Group

- Toddler \$57.00 per day
- Preschool \$48.00 per day

Reservation

- Summer Holding Fee: \$200.00 (two months)





EVERYDAY NEEDS

CLOTHING AND PERSONAL ITEMS

Toddler Children

- K-Town Tote
- Closed Toe Shoes
- 1-2 Extra Outfits
- Full bag of disposable diapers
- Baby Wipes
- Any special creams or lotions
- Blanket/Cuddly Toy
- Thermal Water Bottle

Preschool Children

- K-Town Tote
- Closed Toe Shoes
- 1-2 Extra Outfits
- Blanket/Cuddly Toy
- Thermal Water Bottle

SEASONAL WEAR

At Kindertown, a large part of programming takes place outside.

Whether it is rain, snow or shine, we do our best to expose children to the elements - teaching them an appreciation for the beauty in all seasons. For this reason - it is important that parents provide their children with the necessary seasonal outerwear.

FALL/SPRING

- Lined Jacket with Hood/Hat
- Splash Pants
- Rubber Boots

WINTER

- Snow Suit
- Boots
- 2 Pairs of Mittens
- Hat and Scarf

SUMMER

- Sun Hat
- Light Long Sleeve
- Sunscreen



ENROLMENT & SERVICES

Enrolment at Kindertown is open to children between the ages of 16 months and 4 years. The Kindertown community is diverse and built upon respect for the unique and diverse qualities of all families and friends.

Once registered, parents will be asked to provide the following:

- A non-refundable \$400.00 registration fee
 - \$200.00 Registration Fee
 - \$200.00 Applied to First Payment
- Emergency contact information
- Child immunization records and health assessment

**Fees are subject to change with notice from K-Town

*** Tuition is subject to annual increase on January 1st

Kindertown Tuition

- Toddler Program 16-30 months: \$57.00
- Preschool 2.5 - 5 years: \$48.00

Enrolment and Fee agreements do not guarantee service for any duration. Kindertown reserves the right to dismiss any parent or child at any time with due cause.

Parents are expected to fill out the necessary enrolment information found online, and are required to notify Kindertown immediately should any of the information collected during the time of enrolment or thereafter has changed or incorrect.

Failure to do so may result in the child(ren) being dis-enrolled from the Kindertown program and forfeiture of any deposit.

We will do our best to keep parents updated on changing costs, and any organizational changes in a timely manner.

Maintaining Quality Care

Transitions between the home and school, or even class-to-class can be daunting for children and families. It is important that we use these moments of growth and change to help instill a confidence of familiarity in children.

We do our best to consider the individual needs and comforts of each child. This is particularly true for incoming students, and those transitioning into a new room. By slowly introducing them to their new learning environment, friends and educators, we begin to establish a comfort level with their surroundings.



KTOWN MENU

Using the Canadian Food Guide, our in-house chef creates healthy and nutritious recipes that are unique to Kindertown. Our menus are constantly evolving, with new ideas being added to inspire children's exploration of flavors, textures and smells.

Saying that, we do realize that some students have various food intolerances, allergies and cultural or personal food preferences.

Before your child starts at K-Town

Due to child sensitivities and allergies, we do request that no outside food or drink be brought into the center without permission from KTown staff and/or management. In the event that a child is diagnosed with an allergy while attending Kindertown, parents and/or guardians MUST follow the Kindertown protocol including, but not limited to, 'Anaphylaxis and Allergy Policies"

it is important that you and your family review our menu and fill out the necessary forms. We will try to accommodate when possible, however, if we cannot meet a particular, families will be asked to provide a lunch from home.

If a lunch is required - please note that no discount will be applied to the daily fee.

[Please see the K-Town Website for our menu](#)





ARRIVALS & DEPARTURES

During the first few weeks at Kindertown, children and educators will establish classroom guidelines, define spaces, learn about one another and establish a routine based on the cues, recommendations and flow of the classroom.

Parents will arrive at Kindertown during their designated drop-off time (between 7:00am - 9:00am). During morning arrival, from time to time, it is common for children to express some degree of frustration (especially after a great weekend at home). We encourage parents to walk with their children into their classroom and help to unload their belongings into the assigned cubby. Once there, take a moment or two to chat with our educators, learn about the day and provide any information that may be helpful. Though there may be tears, we encourage parents to not linger, our educators will help children transition into the classroom.

Programming starts at 9:00am sharp. If arriving past 8:50 am, please ensure your child is dressed according to the weather

Much like morning arrival, parents will be able to choose a designated pick-up time (3:30pm - 5:30pm). Typically, these go much smoother than the morning - and children will have a lot to tell you about their day. If you have any questions - don't hesitate to talk with one of your child's educators. Our hope is that K-Town parents will become as much part of the classroom as our children and educators.

Please note that after 5:30pm - a late fee of one dollar per minute will be charged to parents and paid to the educator

HOURS OF OPERATION & HOLIDAYS

K-Town operates Monday to Friday between the hours of 7:00am and 5:30 pm

A DAY AT KINDERTOWN

Breakfast at Kindertown is served between 8:45am to 9:15am. After finishing their morning snack, children & educators will begin their day of learning and exploration. Depending on the weather, children will either explore the learning environments in their classroom, or venture out to the playground and/or community.

Before lunch (11.15am), the classroom will gather to discuss what they've learned, and share any other insights they may have.

After an eventful morning, children sit down for lunch before laying down to rest (12.00 - 2.30pm).

Once children have woken up, they are provided snack and encouraged to explore the ideas and concepts discussed earlier in the day through programmed projects and activities.

As the day winds down, families arrive at Kindertown between 4:00pm and 5:30pm to pick up their child and bring them home.

It is important to note that prior to starting at Kindertown, parents will be asked to provide us with a convenient drop-off and pick-up time. This will allow us to ensure that programming, ratios and routines are maintained.

HOLIDAYS

KTown observes all holidays as recognized by the elementary schools in Ontario. There is no waiver of fees for holidays or rescheduling of these days:

- Thanksgiving
- Christmas Day
- New Years Day
- Boxing Day
- Victoria Day
- Civic Holiday
- Labor Day
- Easter Monday (Statutory)
- Good Friday (Statutory)
- Canada Day
- Family Day

** On both Christmas & New Years Eve KTown will close early





INCLEMENT WEATHER & CLOSURE

In the occurrence of an early closure due to inclement weather, hydro failure, water main break, vandalism, fire or wind - per diem will still be tendered. If closure extends beyond three business days, our Kindertown Director and/or Supervisor will make a discretionary decision in regard to any and all future payments, or if mandated by the Ministry or Government.

In the event of an emergency closing, parents will be notified via Hi-Mama, email or telephone. Should staff not be able to reach the immediate family, Kindertown will refer to the persons listed on the emergency contact form.

During communication, Kindertown staff will inform the parent, guardian and/or emergency contact of next steps in accordance to our Kindertown Evacuation policies.

This includes but is not limited to, the location of our safe alternate location (Valley Park).

Should Kindertown Childcare and Learning Center need to close for any reason, tuition will not be reduced or refunded for closures of less than 10 days.

If Kindertown closure extends beyonds 10 school days, parents will have their tuition reduced.



WITHDRAWAL & ABSENCES

Withdrawal

To ensure a smooth transition for both families and educators, we kindly ask that parents provide a four weeks notice when withdrawing their child. When proper notice is provided, any unused tuition will be refunded within thirty days of withdrawal. If Kindertown does not receive sufficient notice, parents will be charged tuition for two additional weeks. Once a child has been withdrawn from the K-Town program, we kindly request that parents and/or guardians make an appointment if a visit to our site is still required.

Scheduling

Parents and/or guardians that wish to change their child's scheduled day or times must submit a request at least four (4) weeks prior to proposed change date. If preferred dates are available, Kindertown management will notify parents/guardians in writing.

If the schedule changes require an additional deposit and/or registration fee, the change will be contingent upon payment. If desired schedule is not available, parents/guardians may choose to put their child on the Kindertown waitlist until the space becomes available, or choose to withdraw their child from the program entirely.

Notification of Absence/Vacation

In order to maintain program routines and classroom ratios, we kindly ask that parents/guardians provide the center of any absences or vacation days as soon as possible. If your child is ill, we ask that you provide Kindertown with the nature of their illness (this will allow us to assess risk of spread). Of course, at K-Town, we will do what we can to protect the family confidentiality - if parents/guardians wish not to share this information - that is their right and will be respected.



ILLNESS POLICY

In assessing a child's wellness and ability to participate in program, staff must take into consideration a number of factors including:

- Risk of spreading illness
- Child's ability to participate comfortably in program
- Parents responsibilities and schedule during the day

When possible, staff will ensure children are separated from other children if illness is suspected. If illness is present, staff will call parents to have child picked up. The following is a list of symptoms/illness where a child may be sent home.

In the event that a child has been sent home they are not to return to program until:

- A note from a medical doctor states that they are well enough to return to program and are not contagious
- They are on medication for 24 hours and are no longer contagious
- Are symptom free, or in the case of head lice - 'nit free'

Parents are encouraged to arrive at the Centre promptly if they receive a call regarding an ill child. We encourage parents to have reliable back up plans in authorized friends or family, in the event that parents cannot be contacted.

COVID-19

The response to COVID19 is constantly evolving - please refer to our "Infection Prevention & Control Plan" found on our website.

**** Payment will not be refunded or credits provided for sick day absences**

Illness Symptoms Infectious Period Return Date

Cold

- Stuffy or runny nose, sneezing, watering eyes
- Varies
- When the child can participate in all parts of the program

Flu

- Sore throat, muscular aches, fever, chills, vomiting, diarrhea
- Varies
- When the child can participate in all parts of the program

Diarrhea

- Abnormal loose stool (may contain blood), cramps, vomiting
- As long as the child has diarrhea, they are contagious
- 24 hours after the diarrhea has completely stopped.

Strep Throat

- Red and painful throat. Fever, swollen neck glands, white patches on tonsils
- Until treated
- 48 hours after the antibiotic treatment has started

Pink Eye

- Redness, itching, pain, discharge from the eye, swelling of the eyelid
- For duration of illness or until 24 hours after treatment has started
- 24 hours after treatment has started, only if discharge has ceased

Impetigo

- Spreading sores, which can develop golden color crusty areas. Little dot-like sores spread around the original sores. Can appear on the
- face, hands, legs, feet and buttocks.
- From onset of rash until 24 hours after the start of the antibiotic treatment
- 24 hours after the antibiotics treatment has started

Head Lice

- Itchy scalp, small silvery eggs (nits) attached to the base of the hair near the root, especially
- at nape of neck and behind the ears
- Until properly treated
- Until properly treated When nits and eggs are no longer present

Fever

- Usually a sign of infection
- N/A
- 24 hours after fever appears and no longer present

Fifth Disease

- Usually a sign of infection
- Before onset of rash. 1-3 days
- Until rash is gone

Hand Foot and Mouth

- Low grade fever, flu-like symptoms, 7-10 days after onset, a distinct “slapped cheek” facial rash appears, spreads to trunk and develops into a lacy pattern on arms and legs
- For 1 to 2 weeks from onset of illness
- When the child can participate in all parts of the program and all red spots have scabbed over and there are no more spots

Vomiting

- Fever, headache, sore throat and rash. Red spots often with small blisters on top may appear especially on hands, feet and inside mouth.
- As long as the child is vomiting they are contagious
- 24 hours after the vomiting has completely stopped

Temperature (Celsius), Response & Action

37.0 - 37.22

Normal Temperature

37.50 - 37.77

Take note of the fever. Monitor behavior & watch for an increase. Notify parents via Hi Mama

38.33

Parents should be called. Monitor behavior & watch for an increase

38.88 - 39.44

Parents need to be called & the child needs to be picked up.

40.0 +

Parents need to be called. Medical attention is required.



ADMINISTRATION OF MEDICATION

Kindertown has a strict policy in regards to the administration of prescription and nonprescription medication. Working closely with parents and staff, we ensure that all necessary and proper documentation is provided, filed and followed correctly.

Unless otherwise required, the following procedure will be followed:

- Prescription medication must be provided in their original container and labelled with the following:
 - Name of child and doctor
 - Proper name of drug
 - Dosage of drug required
 - Date of purchase and expiry
 - Instructions on storage and administration
- Non-prescription medications may also require a doctor's note. The seal on the medication must not be broken
- Any type of topical cream (i.e. diaper cream) will be applied at the request of the parent. All topical agents must be in original container and labelled with their child's name and expiry date
- Sunscreen will always be applied to students when going outside, unless informed otherwise
- Parents will fill out the Medical Authorization form outlining medicine, expiration date, dosage and terms of administration
- Volunteers and students are not permitted to administer medication
- A record of administration is to be filled out each time medication is administered - this is kept in the child's file
- All medications are kept in a lockbox and non-prescription creams and sunscreens out of reach from children
- Life sustaining medications like epi-pens and puffers are stored in accordance to Individual Plans



**PARENT
CONCERNS**



CONFLICT RESOLUTION

POSSIBLE ISSUES OR CONCERNS:

- Schedule and Routine
- Sleep arrangements
- Toilet Training
- Disciplinary Approach
- Inappropriate Behavior
- Feeding Arrangements
- Menus
- Staffing
- Teaching Methods
- Programming
- Misconduct

Kindertown prides itself on maintaining transparent, honest and collaborative relationships with all our families. If a parent and/or guardian has any serious issues or concerns regarding the type of care, practices, procedures, staff relationships or any other situations, we urge you to contact or address our Supervisor and/or Director.

We will take the best course of action in order to help remedy the issue or any concerns brought forward. The Kindertown management will be responsible for investigating, discussing, reporting and documenting the issue and/or concern with all parties involved.

Staff must be willing to divulge any information that could prove helpful in finding a solution regarding the issue and/or concern of our families. At the request of families, footage from Kindertowns 24/7 surveillance system can also be accessed.

Our hope is that by working alongside families and educators to resolve any issues that may arise, we can continue to improve the daily practices of our organization.



GREIVANCE & RESOLUTION POLICY

A grievance is considered an individual or group complaint that stems from a situation arising from the workplace and/or a policy/procedure that may be seen as unfair or inequitable.

Despite best efforts, we are aware that conflict is inevitably occur from time to time. However, our goal is to resolve these issues in a fair and efficient way. To do so, we encourage transparency, communication and open dialogue between management, educators and parents. We believe this is the first step in resolving conflicts, and in most instances, can be enough to solve the situation.

In the event that the issue cannot be resolved, the Kindertown Supervisor will be responsible for initiating and mediating conversations between all parties involved in the complaint. If the issue cannot be resolved informally, the Supervisor will begin a 'Grievance Report'. This will then be passed on to the Director for response and deliberation.

If the problem involves a discriminatory harassment and/or sexual harassment, reference to those policies should be made to initiate a formal complaint.

This will require an official grievance report to be signed and submitted by the family. After a review, investigation and deliberation, a meeting will be held between all parties involved to discuss the findings. The Kindertown Director will have final authority to resolve and deliberate on all final decisions.

Serious Occurrence

Kindertown takes great pride in maintaining a safe & clean environment. In the event that a serious accident does happen, Kindertown educators will follow strict protocol to ensure that the health and well being of the child is not compromised. This will be followed by a diligent reporting process and investigation.

HOUSEKEEPING

To avoid any confusion, or miscommunications, we have some general rules at Kindertown that we hope will alleviate any potential frustrations. We understand that sometimes these rules may need to bend a little, and encourage families to contact us ahead of time to find a common and productive solution.

Lost of Stolen Items

Especially during winter months, it is not uncommon for personal items to go missing or be misplaced. Our educators do their best to ensure that all lost or misplaced items are returned. To help us reclaim items, we ask that all personal belongings sent to Kindertown have a the name of the child written somewhere on them - Kindertown is not responsible for lost or stolen items.

Leaving the Centre

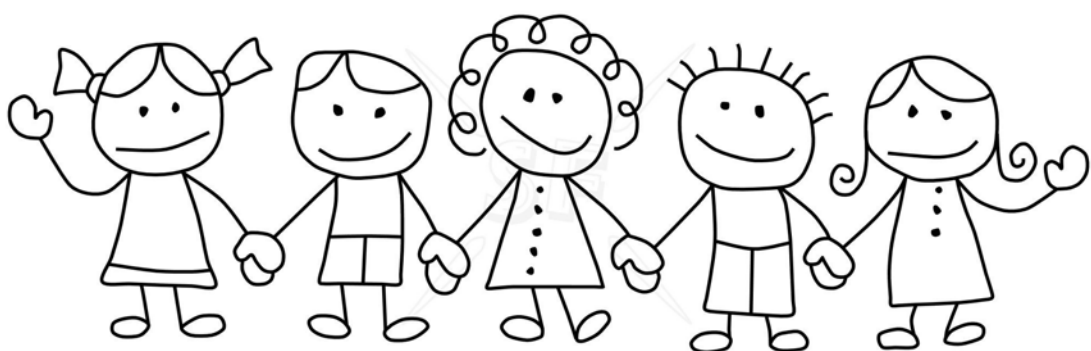
As mentioned, neighborhood/urban exploration is at the core of our programming.. Parents will know when children leave the center, and in some instances, will be encouraged to join!

Photos and Social Media

Photos and videos are integral aspects of our programming and documentation. Upon registration, parents are asked to provide permission to use these pictures/videos in documentation, social media and on our website. If parents do not wish for their child to have their image used, Kindertown will respect these wishes.

IMPORTANT!

To ensure ratio's are met at arrival and departure - parents are asked to stick to their chosen drop-off and pick-up times. In the event that something comes up, a simple phone call or message will help us adjust accordingly.





BE SURE TO FOLLOW US!

 @Kindertown Childcare Centre

 @kindertown_childcare

